

Accessible Tourism Perspective in Tourist Destination of Dusun Semilir, Indonesia

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Dusun Semilir is one of the largest tourist destinations in Central Java-Indonesia due to its attractive building design that increases the curiosity of tourists. However, there are several implementations of tourist attraction design, accessibility, and supporting facilities that do not consider the humanist aspects such as non-sloping paths, too high stairs, which hindered those with limitations including the elderly and disabled, from accessing and enjoying the atmosphere. This indicated that the universal design approach is less than optimal. Therefore, this study aims to maintain tourist comfort by providing a universal design perspective for a tourist destination. Qualitative methods were used to explore universal design-related phenomena and problems in order to implement the design concepts that are accessible to everyone. Furthermore, observations and interviews with purposive sampling techniques were used as the instruments while descriptive analysis techniques were conducted to determine the comfort of tourists based on the universal design aspect. The output of this study is the importance of using universal design to create accessible tourism.

Keywords: tourist destinations, universal design, accessible tourism, Dusun Semilir

1. INTRODUCTION

The growth of the tourism sector is a promising prospect that greatly contributes to the country's economic growth, especially in Indonesia in this present era of globalization (Koranti, Sriyanto, & Lestiyono, 2017; Damasdino, 2017). More tourist attractions have been offered with various facilities and interesting activities along with this development, however, not all tourists have the same acceptance of new tourism innovations. For example, the individuals born between 1945 and 1960 known as baby boomers are often hardworking, and idealistic but have less adaptive characters (Chandra & Wijaya, 2019), while those born between 1981 and 1995 known as the millennials, usually like new tourist attractions that are unique and they also have personal meaning for them (Parhusip & Arida, 2018). This shows that several characteristics of tourists need to be considered including those with complete physical abilities and people with disabilities, in order to accommodate all their needs and preferences.

Elfrida & Noviyanti (2019) argued that the community and Indonesian government attention has not focused on the disabled, due to the fact that public facilities that were supposed to be vacated have been taken over by able-bodied people, thereby, hindering the movement of those with disabilities from reaching tourist objects and destinations. Several studies also found that there are still many tourist centers that have not been optimal in providing facilities for people with disabilities, such as in the Malioboro area, Taman Pintar, and Taman Sari Keraton in Yogyakarta City (Zakiah & Husein, 2016). It has been observed that infrastructure or services as well as information maps in Kuala Lumpur, need to be properly prepared to improve tourism accessibility (Hua, 2019). Similarly, in Copenhagen and Denmark, where the same problems are recorded, Hansen (2017) suggested that it is possible to use the detailed information in the accessibility schemes in a more marketing-friendly way by learning from the evaluations and experiences of tourists with disabilities

This shows that the lack of accessible infrastructure and the poor systems to provide inclusive services in the tourism sphere are the cause of the under-participation of people with disabilities (Small & Darcy, 2010). This has caught the attention of researchers because it happened in Dusun Semilir, an eco-park-themed tourist destination with attractive buildings and area design that arouses the curiosity of many people to visit. It is located in Central Java, Semarang Regency, Indonesia, which is one of the provinces with excellent tourism potential, offering a wide variety of attractions ranging from nature to culture. The data from the Central Java Youth Office for Sports and Tourism (2021) showed that the number of people visiting Central Java Province reached 8,829,656 in August 2020 including 53,399 and 8,776,257 foreign and archipelago tourists, respectively. Meanwhile, Semarang Regency is one of the five most visited districts/cities with a total of 755,616 tourists and Dusun Semilir is one of its destinations.

Several modifications have been made to ensure Dusun Semilir is an eco-friendly tourist space but the design application is considered inappropriate due to the ramps used for the passageway from the entrance to the exit for able-bodied tourists and those with special needs. This ramp is considered to be quite steep or has a degree of slope that is too high, such that ordinary individuals find it difficult to access the area, meanwhile there are also people using wheelchairs and children with strollers as shown in Figure 1. Furthermore, the design of the stairs is not up to standards, making it difficult for tourists to go up and down. This negatively affects their interest and motivation to return to this place since their travel comfort is not fulfilled, and it is quite unfortunate because it also fails to provide comfort for those with special needs such as the elderly, children, pregnant women, and those with disabilities, even though the area's design is full of beautiful trees, bamboo materials, wood, and water elements. Therefore, the needs of people with disabilities must be taken into consideration in the design and development of tourist attractions in Dusun Semilir.

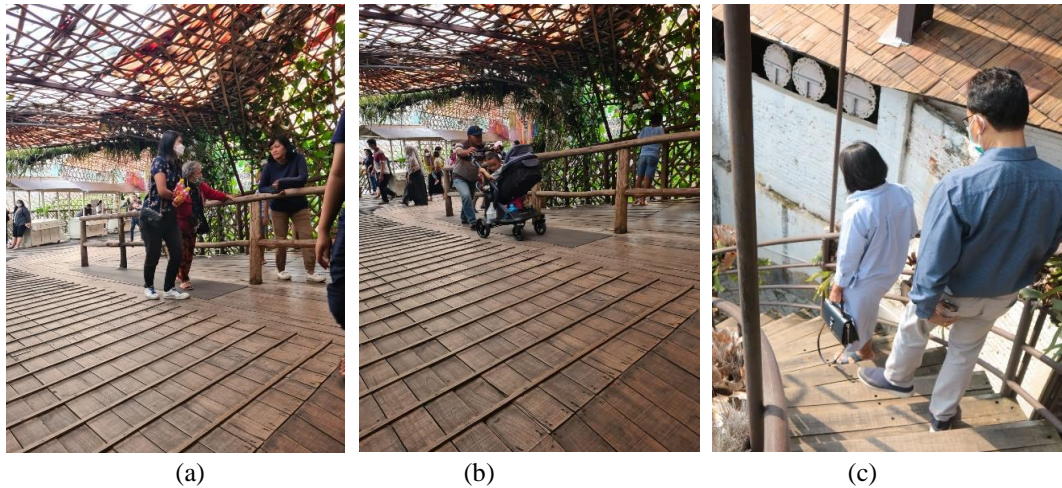


Figure 1 (a) The condition of the ramp passed by tourist parents, (b) with children, (c) as well as the condition of stairs passed by parents
(Source: observation result, 2021)

This study was conducted to analyze tourist's comfort based on the universal design aspects of Dusun Semilir in order to create accessible tourism for all, which means products must be provided at no additional cost for people with disabilities and no certain entry requirements must be stated, regardless of age, gender, or ability (Terebukh, Senkiv, & Moroz, 2020). Easy accessibility and adequate information need to be provided at tourist destinations (Pasca, Elmo, Arcese, Cappelletti, & Martucci, 2022) in order to make the place enjoyable for everyone. It is important to note that these areas are not sustainable unless they meet the needs of current and future generations, meaning that tourist centers tend to survive for future generations when the environments are considered comfortable and conducive to well-being. This is a conceptual framework in which equal attention is given to people as well as their environment (Peters & Verderber, 2017), and it provides a new picture and paradigm that connects people, the environment, and sustainability.

2. LITERATURE REVIEW

2.1 Tourist Characteristic

Tourists are heterogeneous because they have different pictures of their ideal vacation (Dolnicar, 2008), uniqueness, as well as socio-demographic and trip characteristics such as age, gender, travel duration, travel purpose, trip pattern, and others (Shi, Liu, & Li, 2018). It is important to analyze these individual

differences to identify the appropriate and most profitable market segmentation for these destinations. For example, the millennial tourist segment which is considered significant to the country's economic and tourism growth (Dimock, 2019) has unique characteristics compared to other generations (UNWTO, 2016). This is indicated by their willingness to continue traveling plans even though the financial conditions are unfavorable, the tendency to allocate their expenses directly to the local community, and the tendency to invite others to visit a particular destination. Furthermore, they tend to influence others with the photos they upload on social media, such as Instagram because they like to snap pictures in 'Instagramable' spots such as cafes, restaurants, historical buildings, etc. (Sari, Hilmy, Werdiningsih, & Hendro, 2021; Briliana, 2019). These characteristics, therefore, require the Indonesian tourism sector to adjust to the changes in the tourism market in order to explore the opportunities presented by the millennials (Hakim, 2018).

Zielinska-Szczepkowska (2021) described that this is in contrast with the older tourist segment that is much more educated, living in better conditions, and benefitting from widely available information. These individuals are known as 'senior tourists' or 'older adults' since they are over 55 years old while those at 65 and above are considered to be retired (Patterson, 2006). Amaral *et al* (2020) explained that health problems associated with age are the main barriers for adults to travel but this does not

reduce their motivation as indicated by their preference to plan their trips personally. It has been observed that buses and cars were the most popular means of transportation for the elderly and they usually go with their spouse/partner or friends. The five main factors that attract older adults when selecting a destination include safety, nature, historical sites, service quality, and easy transport connections, while the less attractive factors include sports, snow, crafts, dancing, and camping (Amaral, Rodrigues, Diniz, Oliveira, & Leal, 2020). The forms of tourist attractions selected by older adults are always the same, yet they still play a role in the growing and constantly evolving tourism sector (Amaral, Rodrigues, Diniz, Oliveira, & Leal, 2020), because they are more economically mature compared to the other segments or generations.

It is important to note that the success of a tourist area is not only determined by able-bodied individuals because not all tourists have healthy physical abilities, as there are also people with disabilities that desire recreation. Clery *et al* (2017) found that these people travel less and for different reasons compared to the normal individuals. Meanwhile, the differences in this category are determined by age as well as disability's level and type, for example, the respective proportions of people with communication difficulties, sight problems, and without any disability are 53%, 52%, and 42% respectively (Clery, Kiss, Taylor, & Gill, 2017). It was also observed that 72% of the disabled over 70 years old undertook almost 800 trips annually while able-bodied individuals had 51%. People with disabilities are less likely to walk, cycle, or use public transport compared to those without disabilities, for example, 64% of those having difficulties with personal care and 59% of those having difficulties with balance never used public transport, rather they prefer driving. According to UNWTO (2015), the estimates of the potential tourism demand of people with disabilities are usually incomplete and vary widely in terms of the potential tourist's number.

2.2 Tourism for all

The term "tourism for all" which is also known as accessible tourism is a situation where people with limitations are allowed to

access these destinations independently through universally designed products (Nursanty, 2012). It is important to be noted that this is not about creating separate services for the disabled in the tourism sector but having a design that is integrated, or more inclusive for people with special needs. This disabled community is a segment that has the potential to be facilitated and satisfied during their tourism activities. Haven observed that it is not just ordinary individuals that need to be considered when designing tourist destinations, it is, therefore, necessary to have a design that can accommodate everyone without exception. According to Heiss (2010), universal destination design is a product, environment, service, and program that are fully utilized by everyone without the requirement of a specific design change. Caplan (2005) also described that universal design is a concept for people with disabilities which looks attractive to everyone, thereby transforming the lives of people that require different designs.

North Caroline State University (1997) suggested several universal design principles, which include equitable use, flexible usage, simple and intuitive use, perceptible information, fault tolerance, low physical effort, as well as side and space for approach and use. These principles explain that various categories of people must be considered in the development of tourist destinations in order to make the place humanist. The government of Indonesia has regulated tourism activities in the Law of the Republic of Indonesia Number 10 of 2009 which stated that the country has guaranteed everyone the right to travel, including people with disabilities. Also, facilities for the disabled have been regulated in the Regulation of the Minister of Public Works No. 30 of 2006 on Technical Guidelines for Facilities and Accessibility in Buildings and environment (2006), which outlined the minimum facilities standard in a building, which include the amount of space, pedestrian lanes, guide lanes, parking areas, doors, ramps, stairs, toilets, etc. These facilities are essential for the disabled to feel comfortable and safe when traveling, and to have no gap between people with disabilities and society in general.

3. RESEARCH METHODOLOGY

A qualitative method was used to consider the architectural design phenomenon of eco-park-themed destinations from the perspective of ecotourism and humanistic architecture. Dusun Semilir was selected as a case study because it is one of the newest and largest tourist destinations in Central Java since its soft opening in May 2019. Apart from the attractive design of buildings and areas, tourist attractions in this place are still being developed, yet people keep coming. However, some categories like parents, people with special needs, and children did not enjoy this place because the components are non-humanist. This certainly affects the interest and motivation of tourists to return even though it is one of the destinations considered influential enough to improve the regional economy. Observation and interview were done since the end of 2021 until the beginning of 2022, because in the end of 2021, Dusun Semilir has been active again after the pandemic which made the tourism sector slump for almost 2 years. Therefore, this research was carried out when visitors began to crowded into tourist destination of Dusun Semilir.

Field observations were conducted to examine the physical condition of buildings and areas based on the universal design requirements which consist of equitable use, flexible use, simple and intuitive use, perceptible information, tolerance for error, low physical effort, as well as side and space for

approach (North Carolina State University, 1997). Furthermore, these components are used to determine whether the tourist space design, support facilities, tourist trails, and services offered are effective in attracting people to return. The effectiveness of the component is also supported by interviews with managers and tourists, in which two perspectives were obtained from both of them. The tourists interviewed include the elderly, people with special needs, such as those with wheelchairs and sticks, as well as parents with children placed in strollers. Interviews with managers focused on the intention and purpose of Dusun Semilir to create tourist spaces with such shapes and designs, while interviews with tourists focused on their comfort in accessing the place by judging from a universal design aspect.

A descriptive analysis technique was used to analyze the results in order to determine the effectiveness of the space design in providing comfort for tourists. The knowledge gained is discussed in-depth concerning the sustainability of tourist areas for future generations. A theoretical dialogue with the characteristics of each generation was held in order to support discussions and findings, since each generation has different characters and principles. Therefore, the analysis results are in the form of concepts considered to be the solution to realizing the tourist destination design intended for everyone. The study rationale used in explaining the structure is presented in Figure 2.

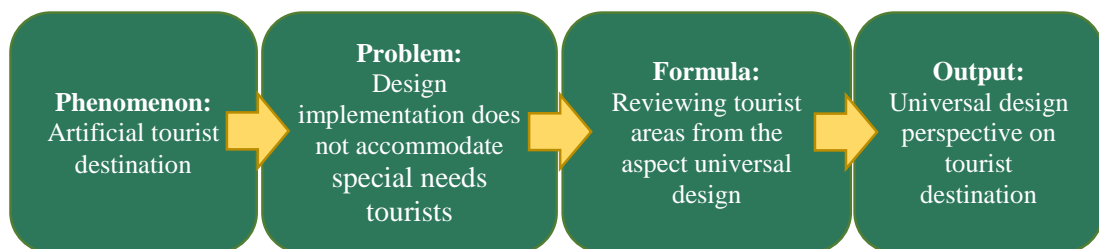


Figure 2 Research Thinking
(Source: developed by the author, 2021)

4. FINDINGS

Dusun Semilir is one of the tourist destinations mostly mentioned by local tourists as it is relatively new (just inaugurated at the end of 2019) with a building shape that attracts people. It is an eco-park-themed tourist destination with the main buildings designed as a replica of an onion or temple stupa as shown in Figure 3. The building interior is often called "instagrammable" by millennials because they like to take pictures in aesthetically pleasing locations to post on Instagram (Briliana, 2019). This is the reason that about 45% of millennial tourists took pictures and posted them on social

media in order to influence other tourists to visit (Hakim, 2018; Sari, Hilmy, Werdiningsih, & Hendro, 2021). Furthermore, individuals from different segments also enliven this destination including the elderly with 44% and the disabled with 11%. This simply indicates that not a few of the other segments visited this place despite the fact that millennials play a significant role in the country's economic and tourism growth (KPMG, 2017; Dimock, 2019).

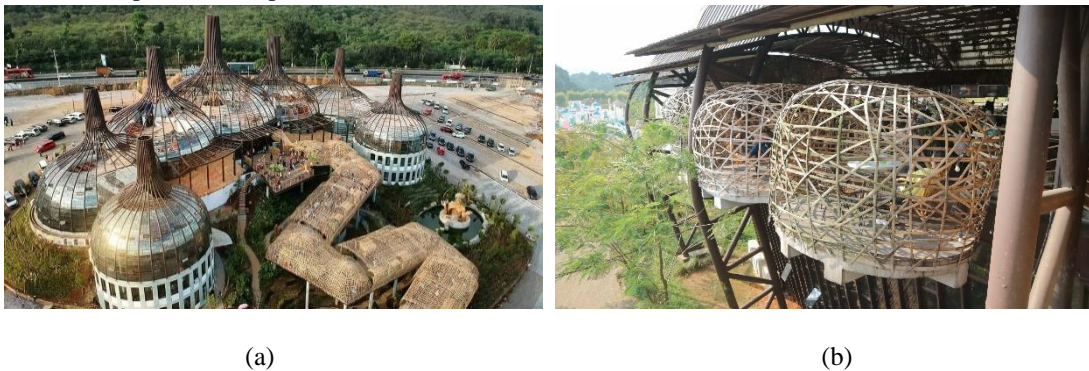


Figure 3 (a) Appearance of the main building (b) and wicker webbing on the restaurant
(Source: observation result, 2021)

It is necessary to further study each component of this place as it relates to the aspect of universal design. When considering the population of available tourists, only a few parents or the disabled can travel to this location based on the route from entry to exit of the area. This is because, ramps were fully used in the design implementation, meaning that those with walking aids and individuals walking normally are required to use the same path which they are likely not to enjoy, as indicated in Figure 4. Moreover, a separate space needs to be

designed to accommodate those having limitations such as people in wheelchairs to ensure equitable use (North Carolina State University, 1997). It was observed that the trails' design is always equipped with railings, for tourists to hold on to, either when going up or down, this means those that are left-handed or the people coming from the opposite direction still use the railing without having to struggle with the one to use (flexible use) (North Carolina State University, 1997).



Figure 4 Tourist trails that can be traversed by people with aids and those who are not
(Source: observation result, 2021)

It is important to note that the implementation of this rail tends to be unsafe and makes visitors exhausted because it is designed with a ramp that has a slope angle above standard, thereby causing potential people to slip or fall. Figure 5 shows that the elderly are having difficulty passing through the path because the design is too steep, therefore there is a need to design a safe space for these users (tolerance for error) (North Carolina State University, 1997). Furthermore, Dusun Semilir has stairs that enable people to access several wild forest-themed tourist attractions, but the design is not up to standard (Regulation of the

Minister of Public Works Number 30/PRT/M/2006, 2006). This also makes tourists, specifically the elderly to be tired and struggle when walking on downhill and uphill road surfaces. Therefore, a space must be designed to assist users that expend excessive physical effort thereby causing them to be tired (low physical effort) (North Carolina State University, 1997). Meanwhile, the millennials are still comfortable with such conditions because they are in constant control of their bodies but this situation needs to be reviewed to minimize intentional and unintentional accidents.

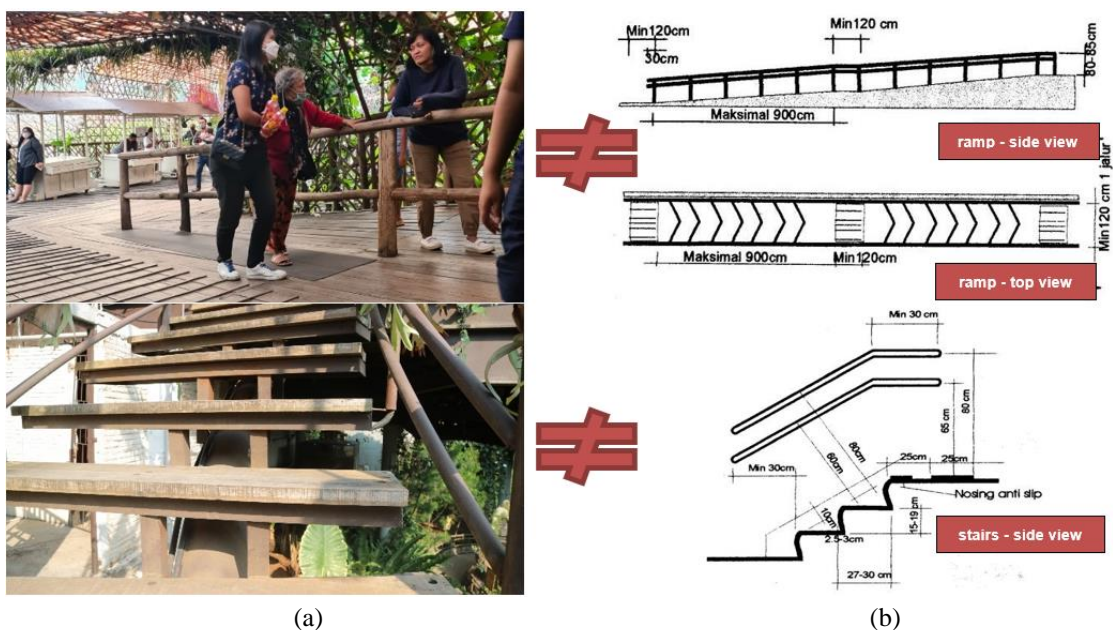


Figure 5 Ramp and stairs condition (a) and the standards (b)
(Source: observation result, 2021)

Dusun Semilir is very versatile, and the ability to explore this area is only possessed by millennials and those below as they naturally enjoy exploring new things (Sari, Hilmy, Werdiningsih, & Hendro, 2021). However, it is quite difficult for the elderly and disabled to understand a wide tourist destination unless guided or directed. This means that there must be a space that is easy to understand for all users and not because of their experience or education level (simple and intuitive use) (North Carolina State University, 1997). Also, the trails need to be constructed from the entrance to the exit without any branching in the path in order to avoid confusion. There is a need to use images, verbal, tactile, or other elements where necessary in order to provide visuals and

directions for easy reception of information (perceptible information) (North Carolina State University, 1997). Based on the vastness of this location and various tourist attractions, signposts, maps, and evacuation routes are implemented to avoid difficulties in locating the direction of tourist destinations. These signposts are very important for the elderly because they are not as intuitive as the millennials, therefore they need clear directions to get to their destination. Signage indicating that people with disabilities are welcome to use the intended tourist facilities or attractions is also required as shown in Figure 6 (b) (Regulation of the Minister of Public Works Number 30/PRT/M/2006, 2006).

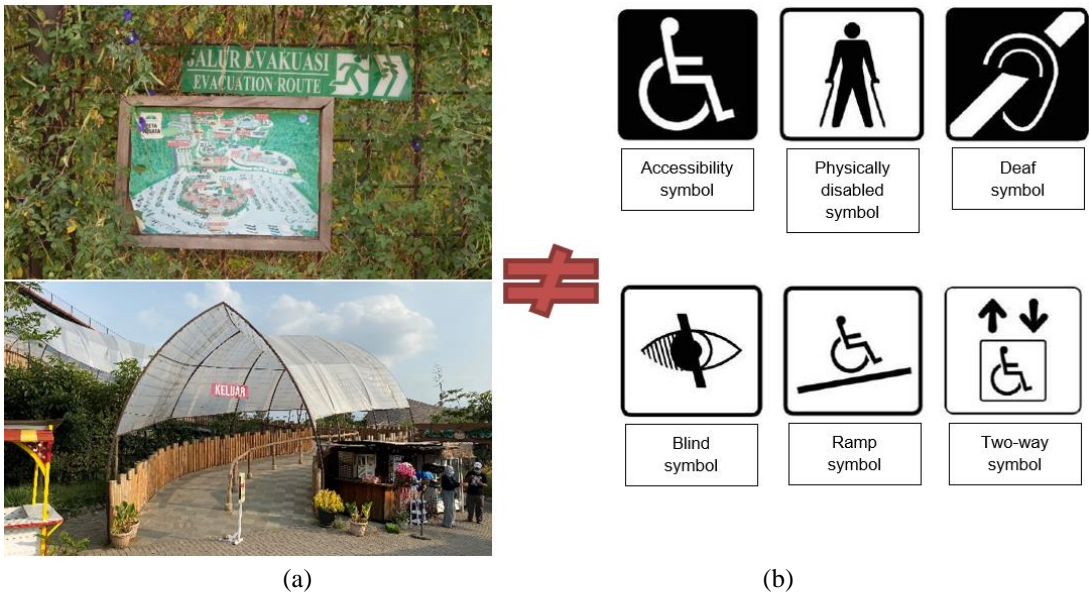


Figure 6 (a) Signages to make it easier for tourists to get information (b) and the standard
 (Source: observation result, 2021)

Dusun Semilir was predicted to be visited by people of different shapes, sizes, and postures. According to North Carolina State University (1997), a space must be accommodative to all users regardless of their different shape, size, and posture, such that people with these conditions still have free space even when in a room with others (size and space for approach and use). This simply implies that a space needs to be created with very wide dimensions to accommodate the number of tourists with several kinds of body conditions. For example, a path designed with a width of approximately 10 meters tends to provide a wide range of flow

for tourists from various circles and limitations without having to intersect with each other (Regulation of the Minister of Public Works Number 30/PRT/M/2006, 2006). Figure 7 shows that people with walking aids are also considered because they need more space than people without aids, and they still have flow and no difficulty in two-way activities. However, this condition only applies at certain times because there are usually more visitors filling the existing space during the peak season but considered natural for a tourist destination due to the fact that the most important aspect has been fulfilled.

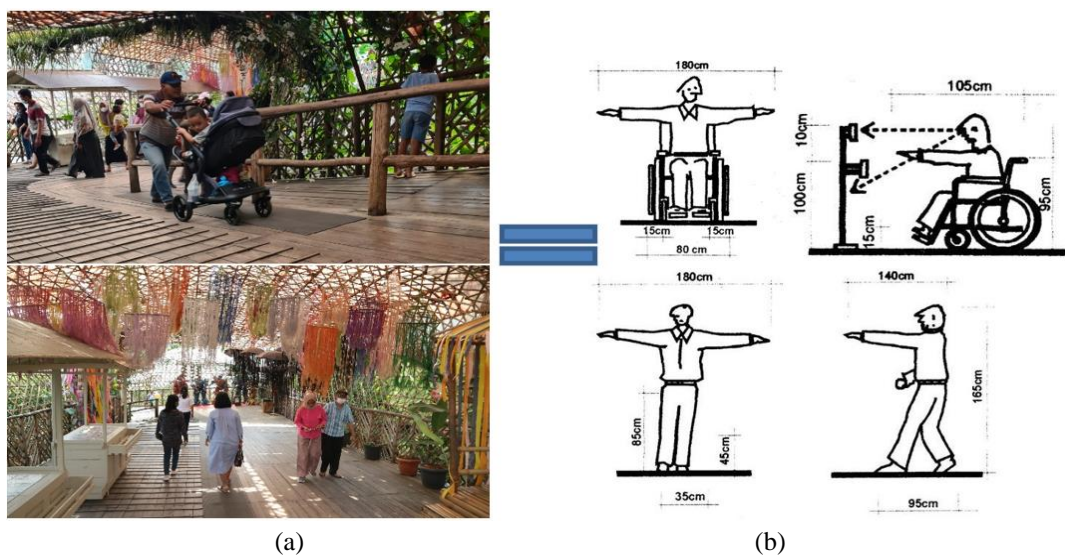


Figure 7 The size of the tourist space is large enough for tourists' flow (a) and the standards (b)
 (Source: observation result, 2021)

It is important to note that some tourist attractions are targeted at millennials and below because they have applicable terms and conditions such as minimum height, no history of certain diseases, etc. One of these tourist attractions is *Prosotan* or Slide-in English as presented in Figure 8 in which about 70% of tourists that are interested in enjoying this ride are millennials because it has a fairly high adrenaline level. This makes the older adults not take the risk as their health factors are not as

strong as the millennials. Furthermore, some of these spots targeted for the millennials are designed in such a way to prevent the application of excessive physical effort, while some places are also not accessible by elderly tourists, namely tropical forests and their selfie spots. The rides are obviously not accessible to the disabled, because the shape of the road is inaccessible with a wheelchair, likewise, there is no railing or ramp to access the rides.



(a)



(b)

Figure 8 *Prosotan* (a) and *Tropical Forest* (b)
(Source: observation result, 2021)

It was also observed that Dusun Semilir is flexible regarding other attractions, especially for people with certain preferences because they are designed for recreation and not to make them think too much on their usefulness. An example is the playing area of *Plataran*, *Banyu Biru*, *Alun Eropa*, and others shown in Figure 9 in which the attractions have no significant difference in height and no stairs are used, thereby making the millennials, elderly, and disabled tourists to be free in using these areas according to their individual preferences and

styles without any specific rules. However, there are some facilities around these attractions that people with disabilities are not allowed to use, but they are permitted to move around the *Alun Eropa* area using tram-trains and canoe boats as seen in Figure 9 (c). It is to be noted that disabled tourists that do not have standing or walking limitations are permitted to use both facilities, but those having difficulty walking are not permitted to ride the tram and also the canoe, except they are to be helped by their relatives.



(a)



(b)

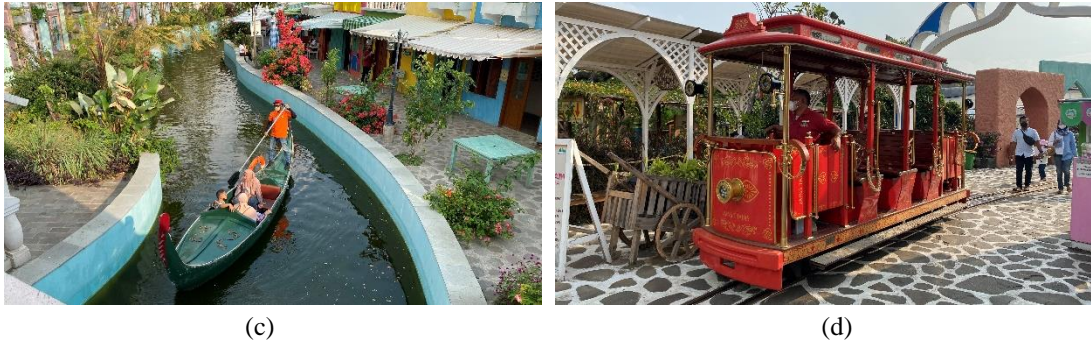


Figure 9 (a) Plataran (b), Banyu Biru (c), canoe boat (d), and tram train
(Source: observation result, 2021)

Apart from these tourist attractions, the facilities must also be considered, such as sinks, toilets, and public seating, as they are both needed by all categories of people. The public seatings were widely spread in several places to make it easier for people to rest, especially on tourist trails. However, the seats are slightly tilted, because the path is ramp-shaped instead of being flat, thereby causing the people to be uncomfortable when resting, as seen in Figure 10 (Regulation of the Minister of Public Works Number 30/PRT/M/2006, 2006). This signifies

that the seats are not up to the design standards of the restroom. Another facility considered was the sink, which is now being placed in public areas such as on the trail in Dusun Semilir, due to the pandemic. However, it is quite difficult for those with disabilities to utilize it except they are helped by their colleagues. Based on observation, two of the facilities provided do not meet the universal standards of design and this makes the disabled as well as the elders not enjoy the tourist attractions.

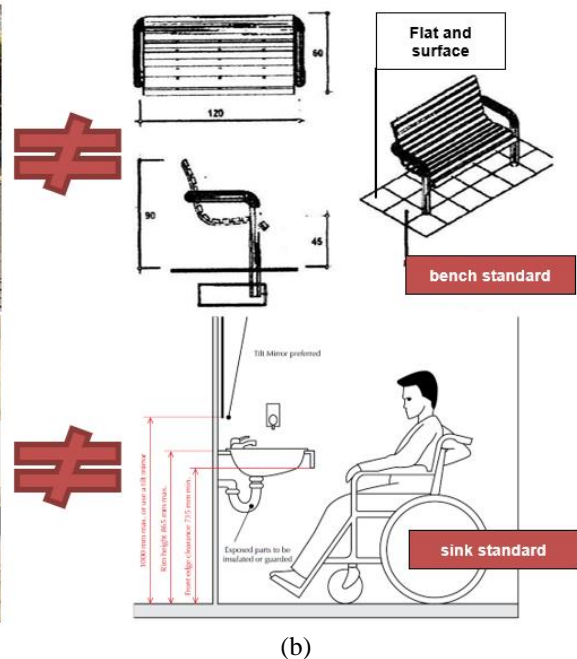


Figure 10 seating and sink facilities (a) and standards (b)
(Source: observation result, 2021)

The analysis showed that the elderly and disabled still have difficulties accessing and enjoying tourist attractions in Dusun Semilir because the design of the paths is too steep and the vastness of the place makes tourists to be

tired easily. This is unlike the millennial tourists that tend to be happy and enjoy all the tourist attractions, due to their characteristics and healthy physical conditions. Furthermore, people are free to select the rides they like to

enjoy according to their character, physical condition, health, and preferences because Dusun Semilir is a family tourist destination. It is important to note that not all rides are accessible by the three tourist segments because they have different characteristics. Meanwhile, it seems that only the millennials are able to enjoy this place because most of the rides are accessible by them, but there are also many rides that the elderly and disabled are able to access. Therefore, an analysis of the needs and satisfaction of the visitors must be conducted in order to improve the sustainability of this tourist destination.

5. DISCUSSION

The findings above show that Dusun Semilir has not entirely complied with the requirements for universal design-based tourism destinations since there are still certain areas that some visitors find uncomfortable. Therefore, it is important to consider the success of tourist destinations from a universal design perspective, in order to evaluate their performance and maintain their sustainability (Sari, Murti, & Hilmy, 2021). Dusun Semilir may begin to modify the ramp's slope with a comfortable slope standard, and then progressively solve the other issues. Dusun Semilir can then assess what needs to be improved and what needs to be maintained. It is

important to consider how a tourist destination will likely work for next generations. This is because certain locations gain popularity during a particular trend and afterwards stop completely, losing their continuity. This is a result of inadequate management and maintenance of tourist destinations as well as a lack of innovation that makes visitors disinterested in returning to the destination.

For instance, the "Wonderia" tourist attraction in Semarang City, Indonesia, is a family playground with 16 rides, including roller coasters, monorails, and other amusements. This place launched in early 2007, however it was closed less than a year due to incidents on numerous rides that left tourists traumatized (Audrian, 2019), and it has been abandoned for almost 14 years as seen in Figure 11. It is therefore understood from this incident that the principle of "tolerance for error" (North Carolina State University, 1997) is very important in the design of tourist spaces in order to minimize accidents. Further actions that need to be taken include putting hazard signs on high-risk vehicle to encourage people to be watchful. Additionally, each vehicle must be registered monthly or daily to minimize the risk of technical issues leading to incidents. Other universal design principles must also be considered to maintain the sustainability of this destination.



Figure 11 Sighting of abandoned Wonderia
Source: (Audrian, 2019)

This perspective is one of the various efforts being made to support sustainable tourism in order to preserve a tourist destination that is well-known, highly regarded, and high demand. In order to respond to the universal design approach, architects and other professionals must be able to interpret the concept into the design of tourist destination. In architecture, practitioners and theorists are generally guided

by the assumption that design describes the well-being, behaviors, moods, overall experience, and mental health of the individuals that inhabit the environments (Peters & Verderber, 2016). Additionally, the place is more pleasurable when humans are used as a benchmark since the size, design, and demands correspond to their heights and abilities. It fulfills the universal design concept's objectives

and maintains the sustainability of tourist destinations. Brundtland (1987) explained that sustainable development requires meeting present needs without compromising the needs of future generations. Therefore, SWOT

analysis of the Dusun Semilir destination was conducted in line with the universal design perspective in order to develop an optimal strategy to sustain the quality and comfort of the tourist destination.

Table 1: SWOT Analysis of Dusun Semilir based on the universal design perspective

<p style="text-align: center;">Internal</p> <p style="text-align: center;">External</p>	<p>Strengths</p> <ul style="list-style-type: none"> - Tourist trail design can accommodate tourists with wheelchair aids and those without trails are flexible to be used for left and right-handers - The tourist trail was equipped with signage that makes it easier for tourists to get information - The tourist trail is simple and easy for tourists to understand because it is one-way - Tourist trail has enough size and space to accommodate all tourists 	<p>Weaknesses</p> <ul style="list-style-type: none"> - Ramp design is quite dangerous for tourists because the slope is not up to standard - Stairs design is also not up to the standard, thereby, having the potential to make tourists stumble/fall. - Tourist trail has not been equipped with special signage for the presence of disabled tourists - The design of ramps and steep stairs gives tourists more trouble accessing tourist areas causing them to be easily exhausted.
<p>Opportunity</p> <ul style="list-style-type: none"> - The overall design of buildings and areas can improve its competitiveness - One of the largest tourist destinations in Central Java and is supported by the provincial government Cooperation with many stakeholders and investors to improve the quality of Dusun Semilir 	<p>Strategy SO</p> <ul style="list-style-type: none"> - Owners and relevant stakeholders are able to maintain the quality of the tourist trail in terms of material maintenance, structure, and support system in order to make tourists feel more safe and comfortable. - Seeking the investors' support related to architectural design to ensure that the design of tourist spaces in Dusun Semilir remains well developed and to maintain the cooperation of both parties. 	<p>Strategy WO</p> <ul style="list-style-type: none"> - Owners must pay more attention to the needs of tourists with special needs by providing special access or improving the condition of the existing tourist trail in accordance with standards to make it easy for tourists and for them not to be exhausted. - Make an evaluation related to tourist satisfaction in terms of tourist space design and accessibility in order to improve the quality and needs of tourists
<p>Threads</p> <ul style="list-style-type: none"> - Many competitors with similar tourism themes and area design - Starting many technological innovations in this era of modern globalization that have not been used in Dusun Semilir - Varieties of tourist attraction trends that some do not yet exist in Dusun Semilir 	<p>Strategy ST</p> <ul style="list-style-type: none"> - Owners and related stakeholders need to pay attention to technological innovations that are applicable in Dusun Semilir in order to compete with their competitors. - Equipping tourist trails with supporting facilities that do not currently exist, or proliferation of existing ones that are not yet in good condition 	<p>Strategy WT</p> <ul style="list-style-type: none"> - The owners need to conduct comparative studies with their competitors in order to determine the advantages and disadvantages of each towards deciding the area to be improved and eliminated. Not affected by trends and still see what attractions need to be applied in Dusun Semilir. If the segmentation of families (children and the elderly), extreme tourist attractions should be avoided.

Source: analysis result, 2022

The economic, social, and environmental impacts of the present and future must be considered in this development in order to address the needs of visitors, the environment, host communities, and industries such as tourism (UNWTO, Making Tourism More Sustainable - A Guide for Policy Makers, 2005). It is observed that the application of this concept makes the three sustainability pillars to be balanced, helps to meet one of the 17 Sustainable Development Goals (SDGs) (United Nations, 2018), and also fixes the world's environmental, social, and economic problems. In addition to applying the concept of universal design to tourist destinations, collaboration and commitment between management and external parties like institutions, stakeholders, and governmental are essential. The government's role is to provide technical assistance in the form of socialization about the implementation of universal design principles in tourist destination for sustainable tourism. Additionally, collaboration with commercial parties/stakeholders must assist finance because the development of tourist destinations based on universal design requires for a significant amount of supplies. For consulting and design guidance based on the universal design principles, an institution with an architectural background is also in charge. Community engagement supports the growth of both new and current tourist destinations.

6. CONCLUSION

The results showed efforts have been made to make Dusun Semilir a universal tourist destination but there are some areas, attractions, and facilities which cannot be utilized by everyone. For example, disabled tourists cannot use canoe or boat facilities and the elderly are not allowed to use *prosotan* attractions. It is, however, compulsory that this category of people uses routes from entry to exit and this is the reason they need to be designed in compliance with the 7 universal design

principles which state that a tourist destination is successful when human needs are met. This means that there are no benefits or losses, rather all aspects act simultaneously and synergize with each other. It is important to note that when only one of these is applied, it is likely to have a negative impact on the quality of the destinations such as a decrease in the number of tourists, a decrease in income, and the permanent closure of the place.

Dusun Semilir is one of the many artificial tourist destinations in Indonesia, but its performance and quality need to be improved based on the universal tourism design perspective, in order to prevent negative impacts on tourist destinations since it is built for all generations ranging from millennials, elderly, to the disabled with different individual abilities and limitations. The role of architects along with owners and related stakeholders is to be able to interpret their ideas by adhering to the design principles in order to create a universal tourist space using humans as a benchmark. This can sustain the tourist destination up to the next generation because it provided spacious comfort for the people.

This result contributes to previous studies on universal design, accessible tourism, or barrier-free tourism. This is important because people are supposed to travel comfortably in a tourist destination despite their limitations. It is to be noted that the ability to meet the demands of tourists usually leads to the improvement of destination quality, thereby, increasing the tendency for further recommendations. This present study examines only the universal design perspective in Dusun Semilir, however other destinations are having different design implementations, even when they are viewed from the same perspective. Therefore, future studies are also needed to examine the universal design perspective in other tourist destinations with the same or different forms. This is necessary because, despite people's abilities and limitations, they still constitute the tourism market, and have their travel preferences.

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